

**St. Croix County
Health and Human Services Department
Aging and Disability Resource Center**

Access to Other Programs and Benefits

Effective Date: August 1, 2008

State Approved Date: October 3, 2008

Policy:

It is the policy of the ADRC of St. Croix County to help ADRC customers with accessing other programs and benefits.

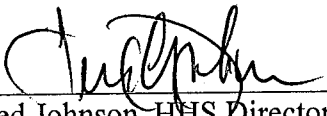
Procedure:

1. Because of extensive marketing and outreach, ADRC staff members are often the first people to become aware of an elder or an adult with a disability or mental illness or substance use disorder who needs assistance. For that reason, ADRC staff providing information and assistance will attend trainings, on an ongoing basis, regarding eligibility criteria and processes for public benefit programs. The following procedures will ensure that these staff members are able to provide as much assistance as possible to individuals who may wish to access public benefit programs.
2. Resource Packets are available in the ADRC reception area. Resource packets should be offered to every individual who receives information and assistance and should include:
 - Options Resource Directory
 - Benefit Summary packet that includes information on Homestead Credit, Medicaid, Supplemental Security Income (SSI), Food Share Wisconsin, Medicare Part D, Qualified Medicare Beneficiary (QMB), Specified Low Income Medicare Beneficiary (SLMB), Buy-In Part B (Q1), SeniorCare RX, Energy Assistance, Housing and Rental Assistance, and Rural Development programs.
 - Information about Older Americans Act programs
 - Contact information for the Options Counselors, Elderly Benefit Specialists, and Disability Benefit Specialists
3. Application materials for various programs are available in the ADRC. Should an individual wish to apply for any of these programs, the application can be completed during the office or home visit and submitted to the appropriate agency as soon as possible.
4. Screen Liaison and Options counselors will assist individuals on SSI to apply for SSI-E
5. Upon request and with a signed release of information, ADRC staff may follow up with other agencies and staff as appropriate to ensure that an individual is able to access any program and service he or she may be eligible for. If an individual expresses an interest in a specific program or service in advance of a face-to-face visit, it is sometimes possible to arrange a joint visit wherein those with appropriate expertise can be involved right away. For example, if it seems that an individual will need to apply for SSI or SSDI, the Options Counselor may request that the initial visit also involve the Disability Benefit Specialist. Likewise, if the person indicates that she or he may be entitled to Veterans benefits, the Veterans Service officer may be able to participate in the initial

visit. When this is not possible, a signed release of information will ensure a prompt referral to the most appropriate resource.

6. In all cases where an individual wishes to apply for Food Share, Non-Family Care Medical Assistance, Child Care, W-2, Emergency Assistance or Caretaker Supplement, ADRC staff may start the application process by assisting the individual to either apply or register online at the ACCESS website or encourage and/or assist the individual to go directly to the Department of Human Services Economic Support office to submit an application. ADRC staff will need to determine which Economic Support office to send them to, Courthouse or Job Center.
7. ADRC staff will also assist individuals, as requested, to obtain information that will be required during the application process.
8. Individuals applying for Energy Assistance (WHEAP) should be directed to the St. Croix County Economic Support. However, we Economic Support will work with the ADRC to take applications during designated hours at ADRC outreach sites during the heating season.

Approved by:



Fred Johnson, HHS Director

8/1/08
Date



Brad Beckman, ADRC Manager

8-1-08
Date

Revised: September 15, 2008